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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2017/2018

BEP3014 - ENTERPRISE SYSTEMS PLANNING AND MANAGEMENT (All sections / Groups)

1ST JUNE 2018
3:00 PM – 5:00 PM
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 3 pages (excluding cover page) with 4 Questions only.
2. Attempt **ALL** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the **Answer Booklet** provided.

Attempt **ALL** questions.

QUESTION 1

Jocelyn is a student of Berjaya University. To register a subject, she would have to meet her faculty advisor to get his / her signature on the subject form, and after that, go to the finance counter of the university to verify her financial status. Then, Jocelyn would have to go to the security department to get her security clearance status verified. After she has gotten all the three signatures from the persons-in-charge, she would have to submit the form to the faculty admin manager.

- a) Discuss the negative consequences of such process for Berjaya University.
(8 marks)

- b) How can ERP system be used to improve the current practice of Berjaya University?
(8 marks)

- c) What does the term “silos” mean? Are silos a good thing in the context of Berjaya University?
(9 marks)

[Total: 25 marks]

QUESTION 2

You are a Chief Technical Officer (CTO) who is now leading the first phase of implementation of ERP SAP system in your company. The ERP SAP system will bring significant changes to the business processes. Eighty percent of the employees of your company are aged between 40 to 60 years old, with an average of ten years working experiences with the company.

- a) Based on your knowledge gained in this ERP course, how would the employees react to the implementation of the new ERP system? Provide **THREE (3)** reasons to support your answer.
(13 marks)

- b) Propose **FOUR (4)** strategies that can help increase employees' acceptance to the new ERP systems.
(12 marks)

[Total: 25 marks]

Continued....

QUESTION 3

Suresh is a production planner at Good Shoes Sdn Bhd. The company produces Super Sport Sneakers.

a) The table below illustrates the **sales forecast** for month of January to June 2019. Suresh received an email from the marketing director that the marketing team would launch advertisements to promote the shoes in the month of **February and June 2019**. The marketing department estimates that the advertisement would increase additional sales of 300 boxes for each of the months. Calculate and write down the values for A, B, C, and D.

(12 marks)

SALES FORECASTING	JAN	FEB	MAR	APR	MAY	JUN
Year 2018 (boxes)	2483	2143	2099	2651	2884	2835
Promotion Sales for Year 2018 (boxes)			200		200	
Year 2018 base units (boxes)						
Projected Growth for Year 2019: 20%						
Base Projection for Year 2019 (boxes)						
Promotion Sales for Year 2019 (boxes)						
Sales Forecast for Year 2019 (boxes)						

b) The table below illustrates the **sales and operations planning** for the months of January to June 2019. Suresh receives reports that the production team can produce 150 boxes of shoes per day for the months of January to June 2019. Based on the outputs from the **sales forecast** table and the information given to Suresh, calculate and write down the values for A, B, C, and D. Which of the month needs increasing in the number of working days?

(13 marks)

SOP	JAN	FEB	MAR	APR	MAY	JUN
SALES FORECAST						
PRODUCTION PLAN	2800	3000	2500	3200	3400	2500
INVENTORY	1000					
WORKING DAYS	22	22	22	22	22	22
CAPACITY						
UTILIZATION (%)						

Continued....

QUESTION 4

a) Malaysian United Bank has implemented an ERP system. One of the features of the ERP system is to allow a new customer who wants to open a new bank account to insert their MyKad to a card reader. The card reader will then extract the customer's information from the MyKad microchip and automatically update this information to computer database system.

Assumed that Azman wishes to open a new savings account. At the customer service counter, Azman inserted his MyKad into the card reader and his information such as his name, IC number, address, DOB, and gender was automatically updated to the computer database system. However, the bank officer asked Azman to fill up these information again on the hardcopy application form with the thumbprint and signature. According to the bank officer, this is standard operational procedure (SOP) for opening a new account.

What is *value analysis*? Based on the idea of *value analysis*, discuss the above scenario from the perspectives of both the customer and bank officer.

(16 marks)

b) What is Software as a Service (SaaS)? What are the advantages of SaaS when implementing ERP system in a mid-size company?

(9 marks)

[Total: 25 marks]

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